

# The Gap Analysis

The Durham Center conducts a periodic analysis to obtain community-wide information about:

- Access to mental health, developmental disability, and substance abuse services
- The quality of these services
- How these services meet the needs of consumers

Results from this report are presented to the Area Board and CFAC and are considered in the development of the strategic plan

# The Gap Analysis Committee

In July 2007 members of CFAC and staff of the Durham Center established the Gap Analysis Committee to develop a structure and timeline for the analysis

# Key CFAC Roles

- Help identify Stakeholders
- Individual and collective input
- Community Organizing/Advocacy
- Partnership in each phase of process
  - Information gathering
  - Focus group planning, recruitment and facilitation
  - committee participation
  - information synthesis

# Peer Support Specialist

In September a Peer Support Specialist, CFAC member, was contracted to:

- help coordinate and schedule focus groups
- facilitate focus groups
- recruit additional CFAC volunteers
- serve on the Gap Analysis Committee

# Focus Groups

- 24 focus groups were held, representing 333 people
- A Town Hall meeting was held with substantial CFAC representation
- CFAC hosted a focus group to provide feedback to The Durham Center

# The Report

- A draft of the report was given to the Executive Committee and CFAC for editing and feedback
- In January 2008 a final presentation was presented to CFAC and results were made available

# Outcomes

- Community Involvement in Gap Analysis
- Data used in the development of the Strategic Plan
- Strategic Plan guides RFI and RFP requests
- New and expanded services are increasingly a collaboration between recipients, providers and the LME